

COMMISSIONERS
BOB STUMP – Chairman
GARY PIERCE
BRENDA BURNS
BOB BURNS
SUSAN BITTER SMITH



0000152996

ARIZONA CORPORATION COMMISSION

April 24, 2014

To: Docket Control

RE: EPCOR Water Arizona, Inc. *AAWC - Customer Comments
Docket Nos. W-01303A-09-0343 and SW-01303A-09-0343

Please docket the attached 2 customer comments OPPOSING a rate increase and/or consolidation in above cases.

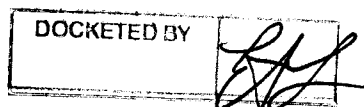
Customer comments can be reviewed in E-docket under the above docket numbers.

Filed by: Utilities Division – Consumer Services

ORIGINAL

Arizona Corporation Commission
DOCKETED

APR 24 2014



ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

2014 APR 24 P 12:02

RECEIVED

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2014 - 115931

Date: 4/24/2014

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **Mary Ann**

Hughes

Account Name: Mary Ann Hughes

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85373

is: E-Mail

Utility Company. **EPCOR Water *AAWC**

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Name: Mary Ann Hughes

Date: April 23, 2014

Address:

Phone:

CityStateZip: SUN CITY, AZ 85373

Cell:

Docket: Petition to Deconsolidate Agua Fria Water District

DocketNo: W-01303A-10-0448, WS-01303A-09-0343, W-01303A-09-0343

Utility: EPCOR WATER CO.

Position: Pro

Email:

Comments:

Please deconsolidate the Agua Fria Water District as the rate increases given to EPCOR Water Co. is criminal. We have reached our limit on the outrageous monthly water bills. Please give consideration for immediate relief to the residents of the Agua Fria District. We have discriminated against to pay for a facility that we do not use nor will ever use. The costs of this facility should be borned by EPCOR. They decided it was need so they should pay not us. An alternative would be that all the water districts pay an equal share. The excessive monthly water bills are devaluating our property. \$150+ p/mo not including trash is not acceptable.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. Sw-01303A-09-0343, W-01303A-09-0343 . Closed

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 4/24/2014

Opinion No. 2014 - 115931

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No.** 2014 - 115932

Date: 4/24/2014

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Mathew**

Blake

Account Name: Mathew Blake

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85373

is: E-Mail

Utility Company: **EPCOR Water *AAWC**

Division: Water

Contact Name:

Contact Phone

Nature of Complaint:

Name: Matthew Blake

Date: 4/23/14

Address:

Phone:

CityStateZip: Sun City, AZ 8573

Cell:

Docket: W-01303A-10-0448, WS-01303A-09-0343, W-01303A-09-0343

DocketNo:

Utility: EPCOR Water

Position: Con

Email:

Comments:

We have lived in our home since 2007 when the market was in a horrible downward spiral. We have paid our mortgage and all utility bills while watching others walk away from their home. They have benefited from doing this and we have been punished by having to pay double for water now then what we used to pay when we first moved in. The prices we pay are unfair, unjust, and disproportionate from our neighbors. We are not able to be competitive with other neighborhoods now due to the waste of money we pay each month to increase the revenues of EPCOR. Where will this end? Is there anyone who will stand up for us and do what is fair and right. Please put a stop to these incredible high prices for water and sewer. The sewer rates are outrageous.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. SW-01303A-09-0343, W-01303A-09-0343 . Closed

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 4/24/2014

Opinion No. 2014 - 115932

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 115936

Date: 4/24/2014

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Cherie

Walters

Account Name:

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85373

is: E-Mail

Utility Company: EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Name: Cherie Walters

Date: 04-23-14

Address:

Phone:

CityStateZip: Sun City, Az 85373

Cell:

Docket:

Docket No: W-01303A-10-0448, WS-01303A-09-0343, W-01303A-09-0343

Utility: Epcor Water

Email:

Comments:

W-01303A-10-0448, WS-01303A-09-0343, W-01303A-09-0343

My water bill for billing period Mar 07, 2014 to April 07, 2014 was 193.63. Meter Reading on Apr 07: 595 Meter Reading on Mar 07: 588 (total usage=7)thousand gallons Water Charges: Water Basic Service: \$53.03; Cost of Water used (3-7 thru 4-7)is 7 gallons x \$4.1742=29.22; Groundwater withdrawal fee=\$0.07 subtotal water charges = 82.32 Wastewater Treatment Charges: Sewer Basic Service: \$57.36; Sewer Volume (3-7 thru 4-7)is 7 gallons x \$6.9782=48.85; ACC Regulatory Assessment Charge=\$0.22 subtotal of wastewater treatment charges=\$106.43 received 0.32 in credits for Whitetank HUF Taxes: Az County tax Maricopa=\$0.57; Az State Tax=\$4.45; Az Water use tax=\$0.05 Total tax=\$5.20 Total Current Charges = \$193.63 We have no grass on our property and have no pool. This is purely for living purposes and is extremely outrageous.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343 . Closed
End of Comments

Date Completed: 4/24/2014

Opinion No. 2014 - 115936

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Carmen Madrid

Phone:

Fax:

Priority: Respond Within Five Days

Opinion No. 2014 - 115942

Date: 4/24/2014

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Mary Ann

Hughes

Account Name:

Home:

Street:

Work: (000) 000-0000

City: Sun City

CBR:

State: AZ Zip: 85373

is: E-Mail

Utility Company. EPCOR Water *AAWC

Division: Water

Contact Name:

Contact Phone:

Nature of Complaint:

Name: Mary Ann Hughes

Date: April 23, 2014

Address:

Phone:

CityStateZip: Sun City, AZ 85373

Cell:

Docket: EPCOR WATER RATE APPROVAL AGUA FRIA DISTRICT

DocketNo: W-01303A-10; WS-0103A-09-0343; W-01303A-090-0343

Utility: EPCOR WATER CO.

Position: Con

Email:

Comments:

I strongly oppose the rate increases approved by the AZCC for EPCOR. I live in the Crossriver Community in the Agua Fria Water District. Our monthly bills exceed \$150 p/mo. Not including trash p/up. We have reached our breaking point with these outrageous bills, especially the waste water portion. Why are we being penalized for paying for White Tanks when we don't or ever will use that facility. Make every district pay its equal share -- NOT US. The situation must be remedied quickly or our communities are going to suffer devaluation of properties.

End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Opinion noted and filed in Docket No. W-01303A-09-0343 & SW-01303A-09-0343. closed

End of Comments

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Date Completed: 4/24/2014

Opinion No. 2014 - 115942
